

SINGLE SOURCE
(APPLICABLE TO PURCHASES UNDER SAT \$3,000 - \$150,000)

1. Contracting Activity:

NCO 12, GREAT LAKES ACQUISITION CENTER,
115 SOUTH 84TH STREET, SUITE 101
MILWAUKEE, WI 53214

2. Purchase Request Number: 607-14-1-053-0003, 676-14-2-041-0001, 695-14-1-035-0001

3. Authority for Action:

☒ FAR 13.106-1(b), Soliciting from a Single Source

4. Describe the supply or service to be acquired and the total estimated dollar value:

The Contractor shall provide the software/hardware, media, software license, software maintenance/upgrade, installation, training, and technical support services for the computer software identified in the Schedule of Supplies/Services and Prices, as well as, the system server to the Clement J. Zablocki VA Medical Center located at 5000 West National Avenue, Milwaukee, WI 53295, Wm. S. Middleton Memorial Veterans Hospital, 2500 Highland Avenue, Madison, WI 53705 and Tomah VA Medical Center, 500 East Veterans Drive, Tomah, WI 54660.

The software will enable the timely and correct use of technology for patient discharge summary instructions in the Emergency Department. The contractor software shall also include content for patient education, discharge documents, and other miscellaneous documents related to patient education.

The approximate cost is \$ [REDACTED] for the base year, [REDACTED] for Milwaukee, [REDACTED] for Madison and \$ [REDACTED] for Tomah). The total contract will be \$ [REDACTED] for a base and four option years.

5. List the proposed contractor (name, contact, and phone number) and describe the unique knowledge or capabilities of the proposed contractor:

CONTRACTOR: Logicare
CONTACT: Tammy Mattieson
PHONE NO.: 800-848-0099 ext. 115

Logicare Corporation is the only company able to maintain and support their proprietary software. They are also the only system that combines numerous medical topics into a single, personalized instruction for a patient. All topics are [REDACTED] customizable for each individual patient encounter, and can be modified to include legal and clinical language specific to the Clement J. Zablocki VAMC, Wm. S. Middleton Memorial Veterans Hospital and the Tomah VA Medical Center. The Emergency Department staff can modify the content to fit veteran's needs and assure that instructions match standards of care. This has been proven to increase patient

satisfaction, understanding of their care, and compliance with follow-up recommendations. The software contains discharge instructions for over 1000 conditions, and provides instructions in both English and Spanish. Furthermore, LOGICARE shows a number of salient characteristics that distinguish it from other systems:

- LOGICARE is the only system that combines numerous medical topics into a single, personalized instruction for the veterans.
- LOGICARE system has the ability to store Clement J. Zablocki VAMC, Wm. S. Middleton Memorial Veterans Hospital and the Tomah VA Medical Center specific forms in the system. The ability to tailor forms to enhance patient care is of most importance.
- LOGICARE system includes clinical prompt that can, for instance, remind staff to check tetanus status for lacerations patients
- LOGICARE provides regular clinical content updates with new medications, illnesses, and procedures. This content is delivered electronically via a secure website, and will not overwrite customized content without user interaction.
- LOGICARE can interact with the Veteran's Health Administration's electronic patient record system (CPRS) and electronic platforms (VISTA).

6. Describe your market research efforts and efforts to ensure that offers are solicited from as many potential sources as is practicable:

An intent to sole source will be posted to FBO for this service contract.

An intent to sole source with Logicare was posted to FBO on 7/23/2010 for the initial purchase at Milwaukee and no vendors expressed interest.

Endusers conducted their own market research and there are other vendors that were identified as having the capability of providing discharge instructions. However, the contractor needs to be able to provide software that interacts seamlessly with the VAMC's electronic platform. This means the software must interact with VISTA (electronic platform) and CPRS, the VHA's electronic medical record system.

Contract Specialist searched Vet Biz using NAICS code 511210 and key word "Logicare" and no results were found; by searching key words "patient discharge" several results were located but by only using "discharge" no results were located. When searching SBA using NAICS 511210 and key word "Logicare" and no results were found; by searching key words "patient discharge" and no results were located.

7. State why you feel that the anticipated cost to the Government will be fair and reasonable:

If a new software is selected it would require additional training and a potentially cause delay in critical services; additional training and possibly additional staff would be needed and that would result in an additional cost.

If a new system were to be purchased the number of VA employee IT hours would be significant which would result in more additional costs as this software integrates with VA VISTA. In addition, the Logicare staff already have the proper background investigations and certifications.

At Milwaukee this original purchase of this software was \$ [REDACTED] - this includes training, licenses and 1 year of support.

Software Support from the company includes: 24-hour emergency technical support services for the LOGICARE Integrated Patient Instructions computer software and periodic releases and updates to clinical content. "Patient Instructions" software includes content for patient education, discharge documents, and other miscellaneous documents related to patient education and instruction. "Integration" delivers patient information from Vista to the LOGICARE Patient List and completed documents from LOGICARE's Patient Instructions will be delivered to CPRS Notes.

For Milwaukee this service is only [REDACTED] annually to for all of the above. Per Tammy Mattieson over the phone on 6/03/2013, NCO 12 (Milwaukee and Madison) was one of the early users of this software and for that we receive a price break. The commercial list price for Milwaukee would have been [REDACTED]

It is [REDACTED] annually for Madison and [REDACTED] for Tomah; in the future Jesse Brown and Hines are also implementing this system- so additional price breaks will be given for combining the various sites with in VISN 12.

8. Other:

This software is currently used in the in the Emergency Departments of the Clement J. Zablocki VAMC, Wm. S. Middleton Memorial Veterans Hospital and in the Urgent Care at the Tomah VA Medical Center. If the use of the software ceases, it would result in disruption to patient care, as veterans have become accustomed to receiving their discharge instructions. Staff has also become accustomed to incorporating the Logicare Discharge Summary instructions into their interactions with veterans.

This software is a tool that enhances the patient care we deliver at the VAMC's and as such should be renewed. LOGICARE's capability to engage clinical reminder makes for patient care that is truly veteran-centric and aims to be error-free. LOGICARE offers instructions in an active voice and at a 6th grade reading level and providing references, including websites, where the patients can go gather additional information.

If VA did not obtain this particular product, we would not be able to provide discharge instructions in an efficient and effective manner to patients. Nurses and Physicians would have to research the proper instructions, validate them with evidence-based practice, ensure they are written at the correct literacy level, and write them by hand or type them. This would take a tremendous amount of manpower to accomplish, and we could never be certain that every element of the discharge instructions was accurately captured [REDACTED] of the time especially given

the static nature of diagnoses and patient care issues. The Emergency Department would become completely bogged down and would likely have to turn patients away because it could not operate effectively and efficiently.

9. Certifications:

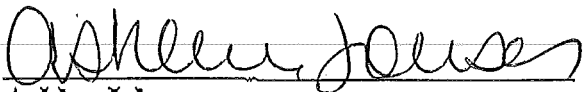
I hereby certify that the data provided above is accurate and complete to the best of my knowledge and belief.



Alexandra Urrita Comas

09/18/13
Date

I hereby determine that the circumstances of this contract action deem only one source reasonably available.



Ashley Johnson
Contracting Officer

9/18/13
Date

I certify the justification meets requirements for other than full and open competition.



Bryan Boland
Services Team Manager

9/18/13
Date